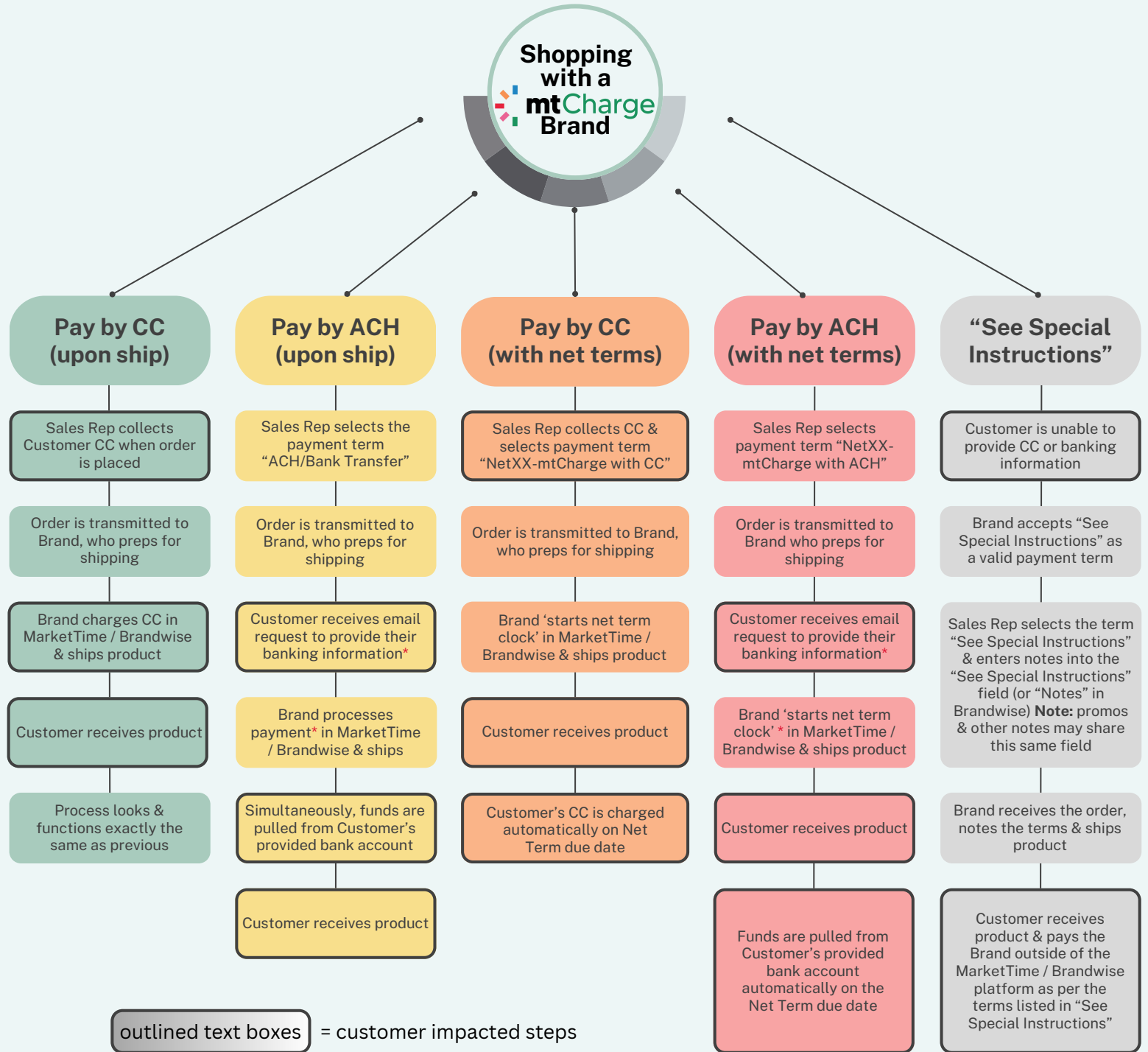


# Choosing a Payment Term for Brands on mtCharge

## Sales Rep & Customer Experience



### \* Additional ACH / Bank Transfer Information:

The above scenarios assume that the Customer inputs their banking information when it is first requested. If banking information is missing when a Brand goes to ship, alternative paths are as follows:

- The Brand may choose to hold an order until they are notified that banking information has been collected
- A second email may be sent requesting that banking info be submitted
  - From this email, the Customer can choose to:
    - enter their banking information as requested
    - do a one-time "push" payment (like Bill Pay) for the order
    - send a check

If banking information is already on file for a Customer they will still be sent the email request to verify the information is correct, but will not need to re-enter the information.



# SALES REP CHEAT SHEET

Many of your Brands now use mtCharge as their payment gateway and with this comes some new payment term options you may not be familiar with.

During shows and on the road, it is important that you understand what these mean and how your choice impacts the Brand and your Customer.

*Note to Agency Admins: if you manage your Brands' data, the payment list needs to be updated by you. Please work with them to determine the terms they wish to offer your customers and update accordingly. For instructions, please visit the MarketTime Support Center or click on the article [HERE](#).*

## Full List of mtCharge Terms:

## Brand & Customer Impact:

Credit Card\*  
Discover\*  
American Express\*  
Mastercard\*  
Visa\*

- When you choose one of these terms, a credit card must be collected (or on file) when you enter the order.
- Your customer's CC will be charged when the product ships.
- A Brand doesn't have to pay tokenization charges when you choose this method, because they can charge the card directly in MarketTime.

Net 10-mtCharge with CC\*  
Net 30-mtCharge with CC\*  
Net 45-mtCharge with CC\*  
Net 60-mtCharge with CC\*  
Net 90-mtCharge with CC\*  
Net 120-mtCharge with CC\*  
Net 180-mtCharge with CC\*  
Future-Dating-mtCharge with CC\*

- When you choose one of these terms, a credit card must be collected (or on file) when you enter the order.
- Your customer's CC will be charged in X number of days depending upon what net term was chosen. If the Brand has a special promo for a term not included in the list, use 'future dating' as the Brand can then charge the card on a custom date.
- Like the terms above, a Brand doesn't have to pay tokenization charges when you choose this method, because they can charge the card directly in MarketTime.

ACH/Bank Transfer

- When you choose this term, you do not need to collect anything from the customer. An email will be sent, requesting that they submit their banking information. This information does NOT go to MarketTime but directly to a payments partner.
- Once the product ships, the Brand can request the funds be released.
- This payment option saves the Brand time and money as they do not have to call for payment, wait for a paper check, or worry about shipping an order without payment secured.

Net 10-mtCharge with ACH  
Net 30-mtCharge with ACH  
Net 45-mtCharge with ACH  
Net 60-mtCharge with ACH  
Net 90-mtCharge with ACH  
Net 120-mtCharge with ACH  
Net 180-mtCharge with ACH  
Future-Dating-mtCharge with ACH

- When you choose one of these terms, you do not need to collect anything from the customer. An email will be sent, requesting that they submit their banking information. This information does NOT go to MarketTime but directly to a payments partner.
- The Brand can request the customer's funds to be released in X number of days depending upon what net term was chosen.
- This payment option saves the Brand time and money as they do not have to call for payment, wait for a paper check, or worry about shipping an order without payment secured.
- These payment terms also allow a customer who doesn't want to provide their banking information the ability to 'push' a payment (like Bill Pay) instead.

See Special Instructions

- This term should be reserved for special instructions, promo details and when no other payment terms will work. When this is chosen the Brand must request and process payment outside the system, resulting in chasing payments and additional fees.